DEPARTMENT OF ENVIRONMENT & LABOUR
ANNUAL ACCOUNTABILITY REPORT
FOR THE
FISCAL YEAR 2002-2003

December 2003

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1. Accountability Statement

The accountability report of the Department of Environment and Labour for the year ended March 31, 2003, is prepared pursuant to the *Provincial Finance Act* and government policy and guidelines. These authorities require the reporting of outcomes against the Department of Environment and Labour's business plan information for the fiscal year 2002-03. The reporting of department outcomes necessarily includes estimates, judgements and opinions by department management.

We acknowledge that this accountability report is the responsibility of department management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the department business plan for the year.

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Minister

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Deputy Minister

2. Message from the Minister

On behalf of the Department of Environment and Labour, I am pleased to present the Department's accountability report for fiscal 2002-03.

The purpose of the report is to document the Department's performance in relation to the goals and priorities presented in its 2002-03 business plan.

Perhaps more than any other provincial government department, Environment and Labour is responsible for an extremely diverse mandate. Nova Scotia Environment and Labour works to protect and promote:

- the safety of people and property;
- a healthy environment;
- employment rights;
- the interests of financial services consumers and pension plan members;
- and consumer interests and public confidence in the alcohol and gaming services sectors.

The common thread is the commitment to make improvements for the benefit of all Nova Scotians through our programs and services, and through our regulations. Across the department, staff share common goals of increasing education and access to information, and consistently working to reduce red tape for our clients.

In this document, you will note a portion of the good work completed or ongoing in the last fiscal year. Key among those accomplishments is our focus on accident prevention, drinking water protection, and automobile insurance reform.

I believe in the importance of accountability to you, the taxpayer, and believe you will find as you read through this document that your contribution has been well invested.

Honourable Kerry Morash
Minister of Environment and Labour

3. Introduction

This Accountability Report provides detailed information on the Department's performance in relation to the specific goals, priorities, outcome measures, and budget expenditure targets presented in its 2002-03 business plan.

The Department has made significant progress in a number of areas critical to its goal of establishing a regulatory environment that protects the public interest and supports growth and innovation in Nova Scotia's economy. These include:

- reducing "red tape" through measures like multi-year lottery, and place of amusement licenses, and a more streamlined environmental assessment process for wind energy projects;
- refining processes to link scheduling and intensity of inspection services with assessed level of risk; and
- working toward greater regional and national harmonization of regulatory regimes for pensions, insurance, offshore occupational health and safety, and environmental management.

Other achievements include:

- implementing all year one action items of the provincial Drinking Water Strategy, on time and within budget;
- developing a public consultation process on auto insurance that provided critical input to the design of government's plan for auto insurance reform; and
- delivering programs and priorities within the Department's 2002-03 budgetary authority.

Detailed information can be found in:

- Section 4 of the report which outlines the results achieved with respect to the priorities established within each of the Department's core business areas:
  - Environmental Protection and Natural Areas Management;
  - Public Safety and Occupational Health & Safety;
  - Alcohol, Gaming, and Amusements Regulation;
  - Employment Standards & Labour Services; and
  - Pension and Financial Services Regulation.
- Section 5 which summarizes the financial results achieved by the Department for 2002-03
- Section 6 which shows the results achieved for the performance measures established in each of theDepartment's core business areas.

The report should be read in conjunction with the Department's 2002-03 business plan. You can find it on the Department of Environment and Labour website at http://www.gov.ns.ca/enla/pubs/b_plan04.pdf You can also contact the Department of Environment & Labour Policy Division at 902-424-4944 to request a printed copy of the business plan.

4. Department Priorities and Accomplishments

Core Business Area 1: Environmental protection and natural areas management

Strengthen processes to support development of a risk-based model for delivery of environmental inspection, monitoring and compliance services.

- During 2002-03, the Department continued risk assessments of existing and new industrial facilities, and began risk assessments and inspections for municipal water treatment facilities.
- This experience allowed the Department to modify its risk assessments, and to target other activities for risk assessment and risk-based inspection.

Work with municipalities to promote solid waste management and cost effective options for upgrading municipal waste disposal facilities.

- The Department collaborated with the Nova Scotia Resource Recovery Fund Board to implement a paint recycling program across Nova Scotia. The program created 14 jobs at the new recycling facility in Springhill. By the end of 2003 the program diverted more than 100,000 cans of paint from Nova Scotia landfills and had recycled the contents into new paint.
- The Department reached a stewardship agreement with Aliant Actimedia to recycle phone books, diverting them from landfills and incinerators.
- The Department provided advice and support to municipalities to assist them to meet new landfill standards for 2005.

Develop proposed amendments to the Environment Act to update, clarify, and strengthen the Act.

- Based on input received from the Legislative Review Advisory Committee, other departments and agencies, and staff, the Department developed proposed amendments to the *Environment Act*. This process was guided by four main objectives:
  - refocus resources on areas of greatest risk to human health and the environment;
  - strengthen the enforceability of the Act;
  - expand the range of environmental management and compliance tools beyond traditional "command and control" measures; and
  - incorporate changes required to support current initiatives such as the water strategy.

Coordinate development of a "green" plan - a provincial framework for environmental management for Nova Scotia.

- An interdepartmental steering committee with representatives from Environment and Labour, Natural Resources, Service Nova Scotia and Municipal Relations, Economic Development, Agriculture and Fisheries, Tourism and Culture, and Transportation and Public Works developed a proposed framework for environmental management for the government of Nova Scotia in 2002. The final version of this document, *Towards a Sustainable Environment*, was released in June 2003. It is available at http://www.gov.ns.ca/enla/pubs/GreenPlan.pdf

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* Indicates a priority which was not included in NSDEL's original 2002-03 business plan released in March 2002.

Implement a provincial water resource management strategy which addresses the critical issues of safe drinking water, water quality protection and water availability.

- Government released *A Drinking Water Strategy for Nova Scotia* in October 2002. The strategy represents the first step of a comprehensive water resource management program.
- An interdepartmental steering committee was established to oversee implementation of the strategy and to coordinate water issues across government.
- The Department has also established a working group with municipalities to develop and implement solutions to provide safe drinking water.
- A major initiative of the Drinking Water Strategy is the standardization of all municipal water system approvals to verify that each is approved system is capable of achieving current environmental standards to protect the health of Nova Scotians.
- Department staff met with all municipal water system owners in December 2002 and January 2003 to explain the municipal water approvals renewal process and provided guidance documents to assist municipalities to complete the process.
- All Drinking Water Strategy actions planned for implementation in 2002-03 were achieved. In addition to those noted above, these include:
  - communicating with municipalities and other stakeholders to inform them about the Drinking Water Strategy;
  - initiating an assessment of all municipal drinking water supply area protection plans;
  - undertaking a review of all treatment facility classification requirements;
  - completing the registration of small public water systems;
  - introducing a voluntary process for facilities to improve performance and minimize capital expenditures;
  - developing a "due diligence" handbook for municipal councillors and public utility owners/operators;
  - implementing standard enforcement and reporting protocols, and
  - developing additional materials to improve public education and awareness.

* ***Provide a coordinated response on radionuclides and drinking water***

- The identification of naturally occurring radionuclides in public and private wells emerged as an issue of concern in 2002-03, in particular because of its presence in a number of water supplies serving schools.
- An interdepartmental committee, the Special Water Advisory Group, including representatives from the Departments of Health, Education , and Environment & Labour provided a coordinated response to this multi-disciplinary issue.
- The Advisory Group developed short and long term strategies to address the issue including:
  - monitoring programs;
  - provision of potable water to schools;
  - research into the extent of the problem in Nova Scotia;
  - review of national and international standards; and
  - ongoing communications to update the public on how the issue is being managed.

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Complete the development and release of a provincial sewage management strategy that defines a realistic path forward for the full treatment of raw sewage in a cost effective manner, better defines the department's role in protecting our lakes, rivers and estuaries, and establishes an acceptable and consistent program to rectify improperly functioning sewage treatment systems.

- The Department prepared a draft sewage management framework following consultation with the public and other stakeholders.
- The Department has deferred completion of a sewage management strategy pending clarification of the federal government plan for regulatory action on municipal wastewater effluent pursuant to the *Canadian Environmental Protection Act*, and a decision by the Canadian Council of Ministers of the Environment on development of a Canada-wide management strategy to supplement federal action.

Develop mechanisms to implement air emission reductions consistent with Nova Scotia's Energy Strategy, as well as national and international agreements.

- The Department drafted proposed amendments to the *Air Quality Regulations* to support implementation of air emission reductions. It is expected that proposed amendments will be released for public review in 2003-04.
- An MOU is currently under development between the Department of Environment and Labour and Nova Scotia Power Inc. to promote the efficient resolution of air emission reduction issues.

Revise and re-introduce nature reserves protection legislation to update existing legislation and to provide an improved process for designation of new nature reserves.

- An Order in Council assigned authority for ecological sections of the *Special Places Protection Act* to the Minister of Environment and Labour. This aligned the Minister's legislative authority for designation of nature reserves with the 1998 transfer of responsibility for administration of related programs from Department of Natural Resources. The Department continues to address other priority objectives by developing amendments to the *Special Places Protection Act*.

Conduct a review of the Environmental Assessment Regulations to address issues raised by government, the public, and industry since introduction of the existing Regulations in 1995.

- Amendments to *Environmental Assessment Regulations* pertaining to wind energy projects, which encourage the development of clean, renewable energy, came into effect in March 2003.
- The Department also undertook a comprehensive review of the *Environmental Assessment Regulations* which included:
  - a review of Environmental Assessment processes in other provinces;
  - meetings with other provincial and federal government departments to discuss proposed amendments;
  - drafting proposed amendments; and
  - preparing a discussion paper to accompany the public review of proposed amendments planned for 2003-04.

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Core Business Area 2: Public Safety and Occupational Health & Safety

Conduct timely reviews of acts and regulations in accordance with requirements of legislated sunset clauses, recommendations of the Red Tape Reduction Task Force, government's legislative agenda, and ongoing program evaluation and review.

- The Occupational Health and Safety Division conducted regulatory review and development work related to the following regulations under the *Occupational Health and Safety Act:*
  - *Underground Mining*
  - *Fall Protection and Scaffolding*
  - *General Blasting*
  - *Temporary Workplace Traffic Control*
  - *Occupational Health & Safety Committees*
  - *Occupational Diving*
  - *Violence in the Workplace*
  - *Occupational Safety General*
  - *Indoor Air Quality*
  - *Summary Offense Tickets*
- The Occupational Health and Safety Division also contributed to revisions of the *Canada - Nova Scotia Offshore Accord Implementation Act* and to developing the *Smoke-Free Places Act* and related regulations.
- A new *Fire Safety Act* and regulations, and amendments to the *Elevator and Lifts Act* and regulations, came into effect in February 2003. The changes improve public safety by aligning inspection frequency with level of risk and improving and standardizing the qualifications of service providers.

Strengthen processes to support future development of a risk-based model for delivery of public safety and occupational health and safety inspection, monitoring and compliance services.

- The Department implemented a system for targeting Occupational Health and Safety inspection scheduling, using information on risk factors, after a successful pilot project.
- As noted above, both the new *Fire Safety Act* and regulations, and amendments to the *Elevator and Lifts Act* and regulations, provide for implementation of risk-based inspections. This will allow for more cost-effective use of departmental resources.

Upgrade management information systems to improve service to clients and the cost-effectiveness of inspection services.

- The existing Occupational Health and Safety management information system was converted to a Windows operating system. This improved the system's compatibility with current government technology standards, and will facilitate the transition to a proposed integrated department-wide system.
- Information systems supporting Public Safety inspection programs have been upgraded to support the expanded mandate of the division following amalgamation of the former Public Safety Division with Office of the Fire Marshal.

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Develop a communications strategy to improve awareness and understanding of the requirements of Nova Scotia's occupational health and safety legislation.

- The strategy was completed in March 2003. It was modified to reflect the transfer of education and promotion programming to the Workers' Compensation Board, in accordance with the government's response to the Dorsey Report on the *Workers' Compensation Act*. The communication strategy was provided to the Workers' Compensation Board to support future initiatives undertaken to strengthen communications about occupational health and safety.

Lead development of a mechanism to better coordinate the activities of hazardous materials response units across government, to provide cost effective emergency response services in all areas of Nova Scotia.

- The Department of Environment and Labour and the Emergency Measures Organization developed a plan to provide continuing governance of hazardous materials response services. This resulted in the establishment of a province--wide task team representing Halifax, Sydney, Truro, Valley Region, Yarmouth, and Amherst which has enabled the province to provide response by a trained and equipped hazardous response team to 85% of the province within 1 ½ hours.
- First responder training programs were provided for Nova Scotia police, fire, and medical service providers.
- The province's capacity to respond to bio-terrorism and hazardous materials incidents was improved through the purchase of additional equipment.

Provide training and advisory support to municipal fire inspectors and officials to facilitate implementation of changes anticipated as a result of the new Fire Safety Act.

- An instructors' training program, based on the program developed by the Province of Manitoba has been modified for use in Nova Scotia.
- The thirty-nine municipal fire inspectors required to be appointed by municipalities under the new *Fire Safety Act*, have enrolled in a training program which will be delivered by the Nova Scotia Fire Inspectors Association through the Deputy Fire Marshals and Halifax Regional Municipality fire inspectors.

Core Business Area 3: Alcohol, Gaming and Amusements Regulation

Improve efficiency and decrease "red tape" by implementing a multi-year licensing system with respect to liquor, lottery and place of amusement licenses; eliminating licensing requirements for small charitable organizations conducting specific gaming events and for cinematographers; and reviewing the existing process for film classification.

- The new multi-year licensing system is being implemented.
- Licensing requirements for low revenue bingos and for cinematographers have been removed.
- The film classification process review continues.

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Modify the license fee structure to reflect current costs.

- A new license fee structure tied to multi-year licensing was implemented.

Strengthen processes to support future development of a risk-based model for delivery of alcohol, gaming, and amusement inspection, monitoring and compliance services.

- The Alcohol & Gaming Division has implemented targeted compliance inspections of high risk licensees. The Department will continue to monitor the process to assess the requirement for any modifications in inspection activity.

Core Business Area 4: Employment Standards & Labour Services

Maintain existing service response times for conciliation requests as required under the Trade Union Act, and continue to offer preventative mediation programs.

- 137 conciliation cases were in progress between April 1, 2002 and March 31, 2003.
- All conciliations were scheduled within the existing response time targets of 5 weeks from receipt of request or scheduled at a time mutually agreeable to the parties.
- The following Preventive Mediation services were provided between April 1, 2002 and March 31, 2003:
  - 48 grievance mediations;
  - 4 joint supervisor/steward training programs;
  - 10 administration information sessions; and
  - 4 conciliation information sessions.

Develop a process for legislative review of the Nova Scotia Labour Standards Code.

- The review of the Code has been deferred to 2004-05 to allow the Department to focus resources on business process improvement. The resulting changes will enhance client service by improving efficiency in labour standards complaint processing.

Ensure the provision of competent service to all eligible injured workers through implementation of applicable recommendations of the Workers' Compensation Act Review Committee (Dorsey Report).

- The Chief Worker Adviser participates on the Coordinating Committee formed to develop a workplace safety and insurance system strategic plan. Workers' Advisers Program staff have participated in the work of each planning project subcommittee.
- The Workers' Advisers Program completed a workload/caseload review. The results will be used by the Strategic Planning Coordinating Committee to set performance targets for 2003-04.

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Core Business Area 5: Pension and Financial Services Regulation

Develop insurance legislation which is harmonized within the Atlantic region, bring forward such legislation for approval in principle and for legislative drafting, and initiate development of regulations supporting that legislation.

- The Council of Atlantic Premiers has requested that the Atlantic Insurance Harmonization Project be completed by September 30, 2003. The project includes a common model act and strong consumer protection provisions. Superintendents of Insurance are working together to resolve outstanding issues associated with the model document and to begin developing the regulations.

Receive, review, and respond to proposed amendments to the Credit Union Act.

- The System Committee reviewing the legislation submitted its recommendations in March 2003. The recommendations are being reviewed by staff. Due to legislative priorities related to automobile insurance, proposed legislative reform of the *Credit Union Act* targeted for Fall 2003 has been deferred.

Develop regulations for enhanced educational qualifications for life insurance agents in Nova Scotia.

- Amendments to the *Insurance Agents Licensing Regulations* were introduced in January, 2003.

Develop amendments to regulations governing general insurance agents in Nova Scotia.

- Draft regulations have been revised.
- Consultation with the Insurance Brokers Association of Nova Scotia and the Insurance Institute to support finalization of the regulations continues.

****Provide policy and program support for government's auto insurance reform initiative***

- The Department conducted many initiatives to address the emerging issue of rising auto insurance premiums:
  - In November 2002, the Department published *A Consumer's Guide to Buying Auto Insurance* to improve consumers' understanding of auto insurance, options to reduce premium costs, and how to find other sources of consumer advice and assistance.
  - The discussion paper *The Road Ahead* was developed and a public consultation on automobile insurance was launched with its release in April 2003.
  - The Department developed terms of reference for a Consumer Advocate who would support the consultation process by actively engaging consumers and providing recommendations to government based on the results.

Support amendments to the Pension Benefits Act to achieve harmonization with other jurisdictions.

- The Legislature approved Bill 9 amending the *Pension Benefits Act on* May 30, 2002.
- Regulations to accompany amendments were approved December 20, 2002. The changes took effect January 1, 2003.

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* Indicates a priority which was not included in NSDEL's original 2002-03 business plan released in March 2002

- The Department developed information brochures to promote public awareness of the changes and posted them on the Department's website.

Provide representation and negotiation of Nova Scotia's interests in the development of model pension law.

- The Superintendent of Pensions participated in meetings of the Canadian Pension Supervisory Authorities to consider development and implementation plans for the model law. Consultation on model law principles will occur in the Fall 2003.

Department-wide Priorities

* ***Government Response to the Report of the Workers' Compensation Review Committee (Dorsey Report)***

- The Department coordinated preparation of the Government's response to the Report of the Workers' Compensation Review Committee. The response was released on schedule in July 2002.
- A plan was developed for the transfer of the Education and Prevention program and staff from the Occupational Health and Safety Division of the Department to the Workers' Compensation Board in accordance with the Government response; implementation was in progress at year end.
- A Coordinating Committee developed a draft strategic plan for the Nova Scotia workplace safety and insurance system. The committee consisted of representatives from the Workers' Compensation Board, Workers' Advisers Program, Workers' Compensation Appeal Tribunal, and the Occupational Health and Safety Division of the Department.
- The draft plan was discussed with stakeholders in a series of public consultations. At year end, consultations were continuing to finalize the plan and related initiatives.

* ***Development of a Regulatory Management Policy Framework***

- The Department prepared a draft regulatory management policy and process model. Work continues on policy development and implementation planning.

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5. Financial Results

The Department of Environment & Labour 2002-03 budget expenditures, by core business function, are summarized below.

Department of Environment & Labour Estimated & Actual Budget Expenditures by Core Business		
Core Business	**02-03 Estimate ($ thousands)**	**02-03 Actual ($ thousands)**
Environmental Protection and Natural Areas Management	11,425	11,389
Public Safety and Occupational Health & Safety	3,475	3,544
Alcohol, Gaming, and Amusements Regulation	4,515	4,063
Employment Standards & Labour Services	2,446	2,095
Pension and Financial Services Regulation	606	590
Administration and Support	4,276	3,923
Total - Gross Current	40,649	36,580
Total - Program Expenses Net of Recoveries	26,743	25,604
Total - Salaries and Benefits	25,951	24,975
Total - Funded Staff (FTEs)	472.9	453.1

The Department's actual net expenditures for 2002-03 were under budget by approximately 4%. This was due primarily to vacant positions and related reductions in salaries, benefits, and operational spending in areas such as training, travel, and supplies.

6. Performance Measures

The Department is monitoring results achieved with respect to the following outcomes and performance measures.

Outcome	Measure
Core Business Area: Environmental protection and natural areas management	
Clean and safe drinking water	percentage of population served by municipal water supplies that meet the health-based criteria for bacterialogical quality, as stated in the Guidelines for Canadian Drinking Water Quality, at all times during the calendar year
Clean air	annual total sulphur dioxide (SO_2) air emissions (tonnes) in the province
	annual total mercury (Hg) air emissions (kg) from electrical power generation in the province
	annual total nitrogen oxide (NO_x) air emissions (tonnes) in the province
Protected natural areas	total hectares of land protected through DEL program options
Shared responsibility for environmental management	number of Solid Waste Regions, and the percentage of population they represent, that achieve 50% or more diversion from disposal
	total number of product sectors under voluntary or mandatory stewardship agreements
Proactive environmental management	total number of business sectors and municipalities participating with DEL in environmental management and/or pollution prevention programs and initiatives
Efficient and effective program delivery	percentage of industrial facility approvals to which a Risk-Based Inspection and Auditing (RBIA) Program has been applied
	average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems
Core Business Area: Public Safety and Occupational Health and Safety	
A safe work environment	annual percentage of targeted inspections where an occupational health and safety order is not issued
	annual average number of registered Workers' Compensation Board claims per hundred employees, compared to the five-year running average
	average number of compensable days for all compensable time loss claims filed in the year and receiving benefits during the year, compared to the five-year running average
Safe public places	annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province

Outcome	Measure
Core Business Area: Alcohol, Gaming and Amusement Regulation	
Consumer protection related to alcohol, gaming and amusement activity	percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations
Core Business Area: Employment Standards & Labour Services	
Efficient and effective client service	percentage of complaints resolved by Early Intervention
Stable labour relations environment	percentage of working time lost per year due to strikes and lockouts in NS compared with the annual national average
Core Business Area: Pension and Financial Services Regulation	
Security of retirement income for members of private pension plans	percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years

Detailed information follows on each of the performance measures, including the reasons for its selection, current results, and targets for future results.

Information on changes made to the performance measures since release of the 2002-03 business plan is presented in Appendix A. Appendix B provides a tabular summary, for each performance measure, of related data, targets, and strategies to achieve targets.

Core Business Area 1:
Environmental Protection and Natural Areas Management

The Outcome: Clean and safe drinking water

The Nova Scotia Department of Environment and Labour (DEL) is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is clean and safe drinking water.

The Measure:

> ***percentage of population served by municipal water supplies that receives water meeting the health-based criteria for bacteriological quality, as stated in the Guidelines for Canadian Drinking Water Quality, at all times during the calendar year***

What Does The Measure Tell Us?

Fifty-four per cent of Nova Scotian's get their drinking water from municipal water supplies. Health Canada, together with provincial health and environment ministries, has established the *Guidelines for Canadian Drinking Water Quality*. This document specifies the health-based criteria for a number of parameters, including bacteria content. The Department tracks the proportion of people serviced by municipal water supplies that have access to drinking water meeting the health-based criteria for bacteriological quality. This measure helps to provide an overall picture of access to quality drinking water. It also helps to gauge the effectiveness of the recently introduced *Guidelines for Monitoring Public Drinking Water Supplies* and amendments made to the *Water and Wastewater Facility Regulations* in October 2000.

Where Are We Now?

In October of 2000 the Department established a boil water advisory database to provide an improved tracking system for municipal water quality based on the health-based criteria for coliform bacteria (in the *Guidelines for Canadian Drinking Water Quality*). This data collection and reporting system provides a more accurate assessment of water quality from municipal supplies, compared with the system in place for the calculation of this measure in previous years. Re-calculated 2001 data shows that 96.5% of the population served by municipal water supplies received water meeting the health-based criteria for bacteriological quality at all times during the calendar year. Data for 2002 shows no change, although improved operational data collection and improved reporting systems at all levels may have led to improved accuracy of the reported value.

Where Do We Want To Be?

Our target for 2004-05 is to maximize the percentage of population served by municipal water supplies that meet the health-based criteria for bacteriological quality. This target will be achieved by implementing the drinking water strategy, supporting development of municipal water supply protection plans, and enforcing the *Water and Wastewater Facility Regulations*, including the *Guidelines for Monitoring Public Water Supplies*.

The Outcome: Clean air

The Department of Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is clean air. Clean air is an essential component of a healthy environment as well as human health. Many contaminants affect Nova Scotia's air quality and the Department works actively to reduce them. Measuring the air emissions of sulphur dioxide, mercury, and nitrogen oxide helps track the progress made toward this outcome, as described below.

The Measure:

annual total sulphur dioxide (SO_2) air emissions (tonnes) in the province

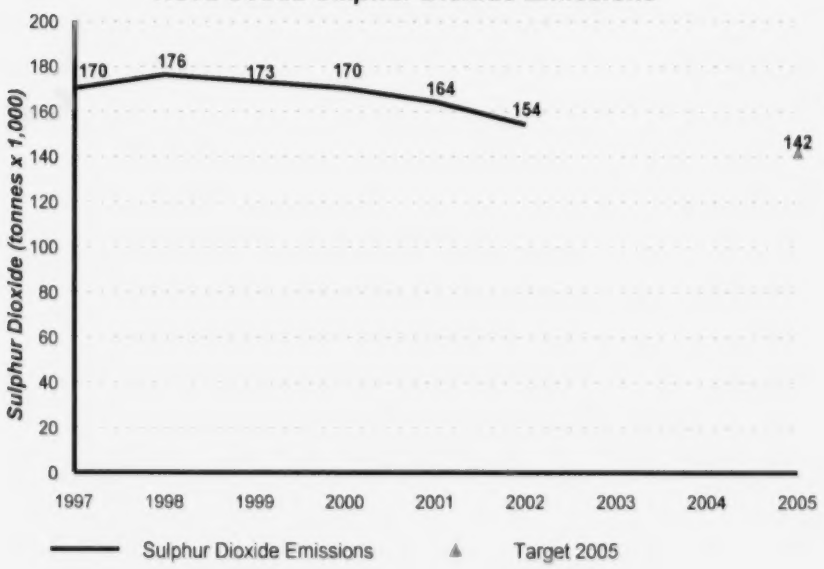
What Does The Measure Tell Us?

The quantity of sulphur dioxide (SO_2) emitted is a major determining factor for clean air. As a fine particulate matter, SO_2 is a prevalent and harmful air contaminant. It is the main contributor to acid rain and can have significant effects on human health. Improved air quality is therefore partly dependent upon reductions in SO_2. To that end, the Department has established realistic and measurable targets for the reduction of SO_2.

Where Are We Now?

The *Air Quality Regulations* (1995) have established a provincial SO_2 emission cap of 189,000 tonnes per year. By working closely with industry, SO_2 emissions have decreased considerably over the past four years (see graph below) In 2002 approximately 154,000 tonnes of sulphur dioxide were emitted in the province, primarily through major industrial sources. This represents a steady decline in emissions from our base year measure of 170,000 tonnes in 2000.

Nova Scotia Sulphur Dioxide Emissions



Source: Nova Scotia Department of Environment and Labour

Where Do We Want To Be?

The Department plans to reduce the legislated SO_2 emission cap to 142,000 tonnes per year by 2005. This will be accomplished by working with major industries and establishing a requirement to reduce SO_2 emissions through the use of lower sulphur fuels. Because industry is not required to meet targeted reductions until 2005, there may be some fluctuation in levels prior to 2005.

The Measure:

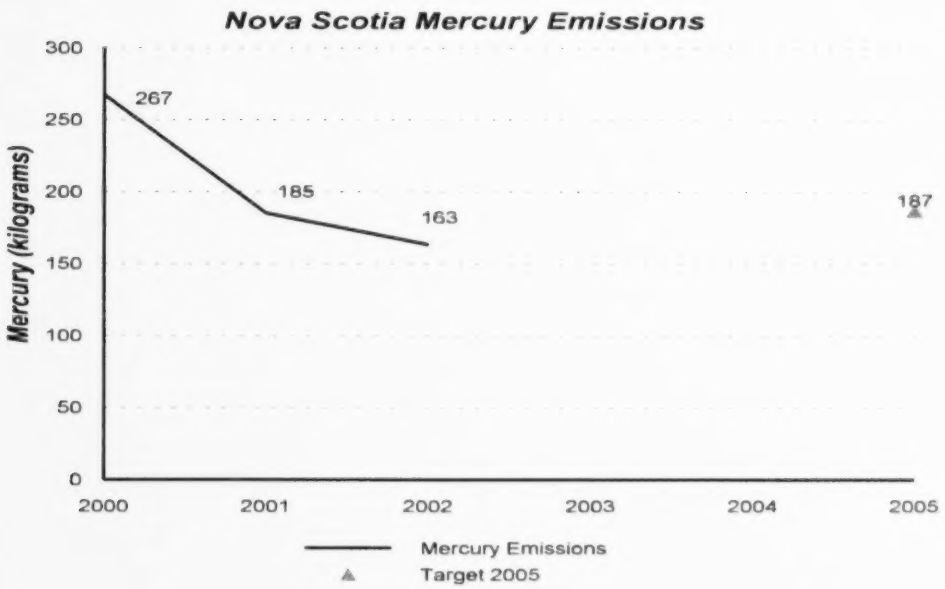
annual total mercury (Hg) air emissions (kg) from electrical power generation in the province

What Does The Measure Tell Us?

In Nova Scotia mercury emissions are produced primarily by thermal electrical power generation. Mercury has serious effects on both human and environmental health. Through reductions in total mercury emissions we are effectively working toward our clean air objectives. The Department has established a realistic and measurable target for the reduction of mercury emissions.

Where Are We Now?

Nova Scotia's electrical power generation sources emitted approximately 163 kg of mercury in 2002. This is a significant decrease from the baseline measure of 267 kg in the year 2000 (see graph below).



Source: Nova Scotia Department of Environment and Labour

Where Do We Want To Be?
By working with Nova Scotia Power Inc. to encourage the use of lower mercury fuel sources, the Department is targeting a 30% reduction in mercury emissions from the base-year (2000) by 2005. This target has been met for the last two years. Because industry is not required to meet targeted reductions until 2005, there may be some fluctuation in levels prior to 2005.

The Measure:

annual total nitrogen oxide (NO_x) air emissions (tonnes) in the province

What Does The Measure Tell Us?
In Nova Scotia, nitrogen oxide (NO_x) emissions are produced by a variety of sources, including thermal electrical power generation and the transportation sector. Nitrogen oxides are a pre-cursor to ground level ozone (smog) and acid rain, and therefore have serious environmental impacts. The Department has set a target for the reduction of nitrogen oxides to mitigate these effects.

Where Are We Now?
In previous reports, the baseline data for NO_x emissions and annual emissions for the province were based on best estimates from the electrical power generation and transportation sectors. In 2002 the National Pollutant Release Inventory (NPRI) introduced a requirement for industries to report *actual* NO_x air emission data. DEL is conducting a comprehensive review to assess and verify the NO_x air emission data. Results from this review will provide a more accurate account of NO_x air emission in the province. This data will be reported in the 04-05 Business Plan.

Where Do We Want To Be?
By working with industry the Department is targeting a 20% reduction in nitrogen oxide emissions (from 2000 base year levels) by 2009. Our strategy is to work with major industrial sources to reduce emissions, and require the use of low NO_x burners for new and upgraded facilities.

The Outcome: Protected Natural Areas
The Department of Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is establishing and maintaining a network of protected natural areas.

The Measure:

total hectares of land protected through DEL program options

What Does The Measure Tell Us?
Protected areas are representative examples of the province's natural landscapes as well as sites and features of outstanding natural value. The Department supports a number of program options for protection, including

- designation of Wilderness Areas and Nature Reserves

- acquisition of Department priority properties through partnership programs
- protection of Crown lands in collaboration with the Department of Natural Resources; and
- voluntary private stewardship for significant lands.

Measuring the hectares of provincial land protected through Department programs helps track the progress made in meeting provincial and national commitments to establish systems of protected areas. This measure also provides an indication of the state of biodiversity conservation in the province, as protected areas provide habitat for a wide range of species.

Where Are We Now?
Nova Scotia ranks third in Canada for the amount of protected area representation, with over 8 per cent of the province protected. Department program options protected 287,320 hectares throughout the province in 2002-03. This represents 292 hectares more than the base-year measure (2001-02). The increase is due to the acquisition of private properties adjacent to existing wilderness areas, resulting in the expansion of these land parcels.

Where Do We Want To Be?
Our target is to increase the hectares of land in the province under various protection options. The Department will proceed with the process to designate additional Wilderness Areas and Nature Reserves. We will also continue to work with industry and land conservation groups to identify and protect new sites on private lands. This will be achieved by conducting resource inventories, area assessments, encouraging private land stewardship, and supporting partnership agreements.

The Outcome: Shared responsibility for environmental management
The Department of Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is to have the responsibility for environmental management shared across all sectors and levels of society. Two measures are used to track progress in this regard. The first helps to gauge community participation, while the second helps to measure industry stewardship.

The Measure:

number of Solid Waste Regions, and the percentage of population they represent, that achieve 50% or more diversion from disposal

What Does The Measure Tell Us?
Communities share responsibility for environmental management through efforts like managing solid waste responsibly. Nova Scotia is working actively to ensure community participation in recycling, composting, and other waste management initiatives. A solid waste diversion goal (amount of waste diverted from landfills by composting, recycling, etc.) of 50% was established by the Canadian Council of Ministers of the Environment and agreed upon by all provinces. Nova Scotia was the first province to reach an overall solid waste diversion rate of 50% per capita. Although the province as a whole has reached this goal, the

diversion rate fluctuates from year to year in each of the seven Solid Waste Regions. This measure tells us how many Regions are meeting the challenges set out by this progressive target. It also tells us what proportion of the population live in regions that are meeting this goal.

Where Are We Now?
In the fiscal year 2002-03, two of the seven solid waste management regions reached a diversion rate of 50% or more. This represents approximately 49% of the population in the province.

Where Do We Want To Be?
The Department is working to promote achievement of a 50% solid waste diversion rate by each of the seven solid waste regions by 2004-05. There are many challenges to achieving this target. An effective method of dealing with construction and demolition debris is one. Expanding composting access to all urban areas is another. The Department will support this goal though continued education and enforcement of the *Solid Waste-Resource Management Regulations*.

The Measure:

total number of product sectors under voluntary or mandatory stewardship agreements

What Does The Measure Tell Us?
Private sector participation in environmental stewardship improves environmental performance and helps develop environmentally responsible business sectors. Management agreements with industry sectors reduce waste and increase the use of recyclable materials. Voluntary and mandatory agreements encourage industry to modify products and packaging to reduce disposable waste and to increase product or packaging recyclability. This measure provides an indication of the numbers of products for which an agreement has been negotiated.

Where Are We Now?
The Department has developed a list of product sectors with potential for developing stewardship agreements. As of the fiscal year 2002-03, nine of the products identified have entered into agreements including dairy containers, daily/weekly newspapers, residential sharps, beverage containers, tires, used oil, paint, marine distress signals, and telephone books.

Where Do We Want To Be?
The Department has set a target to develop stewardship agreements with 13 product sectors by 2004-05. The Department will continue to explore opportunities for products such as electronic goods, fast food packaging, oil containers, household hazardous waste, plastic film, and flyers and magazines. This will be accomplished by working with the Nova Scotia Resource Recovery Fund Board, and consultation and negotiation with industry.

The Outcome: Proactive environmental management

The Department of Environment and Labour is committed to sustainable management and protection of the environment and natural areas. Proactive environmental management — addressing potential environmental issues before the environment is damaged — is a desired outcome in meeting this commitment.

The Measure:

total number of business sectors and municipalities participating with DEL in environmental management and/or pollution prevention programs and initiatives

What Does The Measure Tell Us?

The Department actively works with business sectors and other levels of government to incorporate sustainable environmental management into their operations through the use of pollution prevention plans, environmental management systems, best management practices, and other environmental management tools. This cooperative approach helps to minimize the long term environmental impacts of business and municipal operations. The greater the number of business sectors and municipalities involved, the greater the environmental benefits.

Where Are We Now?

In 2002-03 there were six sectors participating in Department programs ranging from investigating pollution prevention options for the composites industry to implementing best environmental management practices for golf courses.

Where Do We Want To Be?

The target for 2004-05 is to increase (from the base year measure of five) the number of business sectors and municipalities participating in these types of initiatives. This will be accomplished by providing technical assistance, partnering with funding agencies and other levels of government, and partnering with business associations.

The Outcome: Efficient and effective program delivery

The Department of Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is the delivery of efficient and effective environmental programs to clients. Two measures are used to track progress in this regard. The first measures the application of a risk-based inspection and auditing program and the second tracks average processing time for on-site sewage disposal system approvals.

The Measure:

percentage of industrial facility approvals to which a risk based inspection and auditing (RBIA) program has been applied

What Does The Measure Tell Us?

Regulatory compliance plays an important role in the Department's ability to promote sustainable environmental management. The terms and conditions that are developed for approvals stipulate discharge criteria for the facility that will adequately protect the receiving environment. Risk based inspections use information on primary receptors, performance criteria, treatment controls, scope, and level of impact and reporting requirements as evaluation criteria to rate the degree to which a facility can negatively impact the environment. Those with the highest rating are inspected more often to determine whether the facility is operating in compliance with the terms and conditions of the approval and whether the facility self-monitoring results accurately represent the discharges from the facility. The measure illustrates the progress made in applying this risk based inspection and auditing program to industrial facilities in Nova Scotia. It also provides an indication of the effectiveness of human resource allocation, as in this program, an inspector's time is focussed on facilities that pose a higher risk to the environment.

Where Are We Now?

By the end of the fiscal year 2002-03 approximately 80% of industrial facility approvals have had a risk based inspection and auditing program applied to them.

Where Do We Want To Be?

The Department established the target to apply a risk based inspection and auditing program to at least 60% of industrial facility approvals by 2004-05. This target was exceeded in 2002-03 and further improvements are expected. The Department plans to review and amend this target in the next business plan to better reflect the potential achievements of this program. Progress will continue to be made in this area by validating data-based assessments at facilities and developing a schedule for risk based inspection audits, as well as developing and implementing an enforcement policy.

The Measure:

average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems

What Does The Measure Tell Us?

The Department recognizes that while environmental protection is a priority, it must also provide timely service to its clients. When a proposed building project requires an on-site sewage disposal system, municipal units require that an approval for the installation of the system is issued from the Department prior to granting a building permit. Reduced turnaround times in the processing of on-site sewage disposal system approvals benefits developers and home builders by minimizing delays in obtaining their building permit and delays in construction.

Where Are We Now?
In 2002-03 the average administrative time to process applications for on-site sewage disposal systems was 28 days. This is a significant reduction from our 2000-01 base-year measure of 40 days.

Where Do We Want To Be?
By 2004-05, the Department aims to decrease average turnaround time for on-site septic system approvals to 20 days (50% decrease from 2000-01 base-year data). This will be accomplished through our ongoing application process re-design.

Core Business Area 2:
Public Safety and Occupational Health and Safety

The Outcome: A safe work environment
A safe work environment is a desired outcome within the Department's core business area of public safety and occupational health and safety. The Department works with employers and employees to promote compliance with a legislative framework that reflects current workplace standards. By creating safe working environments, we minimize workplace hazards and risk. In turn, this reduces the likelihood of accidents resulting in workers' compensation claims.

Three measures are used to track progress toward this outcome. The first tracks inspections for which an occupational health and safety (OHS) order is not issued. The number of Workers' Compensation Board (WCB) claims and compensable time lost due to injury provide the basis for the remaining measures under this outcome.

The Measure:

annual percentage of targeted inspections where an occupational health and safety order is not issued

What Does the Measure Tell Us?
Workplace inspections provide an important tool to promote compliance with the legislative framework. If an inspector finds a workplace does not comply with OHS legislation an order may be issued. Tracking the total number of inspections where an order is *not* issued provides an indication of compliance levels in the workplace. From this measure the Department can monitor trends in compliance levels and identify problem areas.

Where Are We Now?
In 2002, 52% of inspections were conducted without an order being issued. This represents a 6% increase from the base-year measure of 46% (2001).

Where Do We Want To Be?
The Department's target for 2004-05 is to increase the percentage of inspections where no order is issued from the base year measure of 46%. This will be achieved by ongoing promotion and education of clients relative to the OHS requirements.

The Measure:

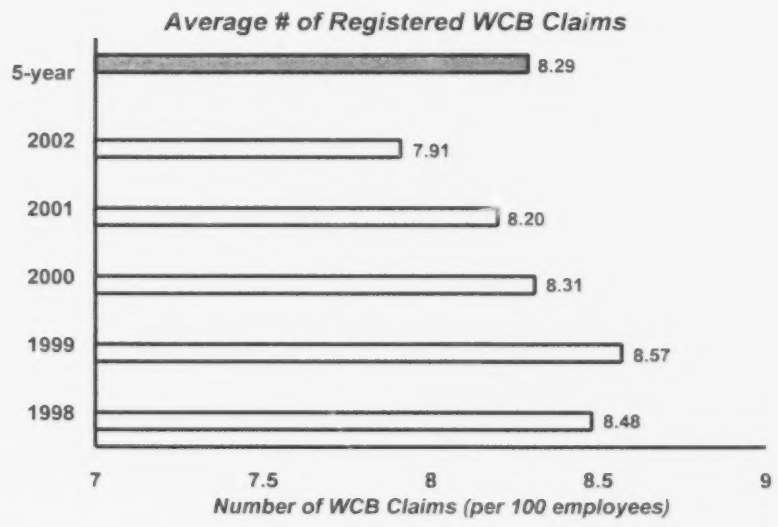
annual average number of registered Workers' Compensation Board claims per hundred employees, compared to the five year running average

What Does The Measure Tell Us?

The average number of registered WCB claims per hundred employees is indicative of the number of workplace injuries occurring in the WCB covered workplace. The measure allows government to monitor trends, compare to national averages, and set targets for reductions in accidents. The current year measure is compared to the five year average because fluctuations occur annually, and only an average can provide an accurate baseline for comparison.

Where Are We Now?

The rate of claims per 100 employees for 2002 was 7.91. The five year average (between 1998-2002) is 8.29 (see graph below). This represents a trend toward less claims over time.



Source: Human Resources Development Canada, Nova Scotia Department of Environment and Labour

Where Do We Want To Be?

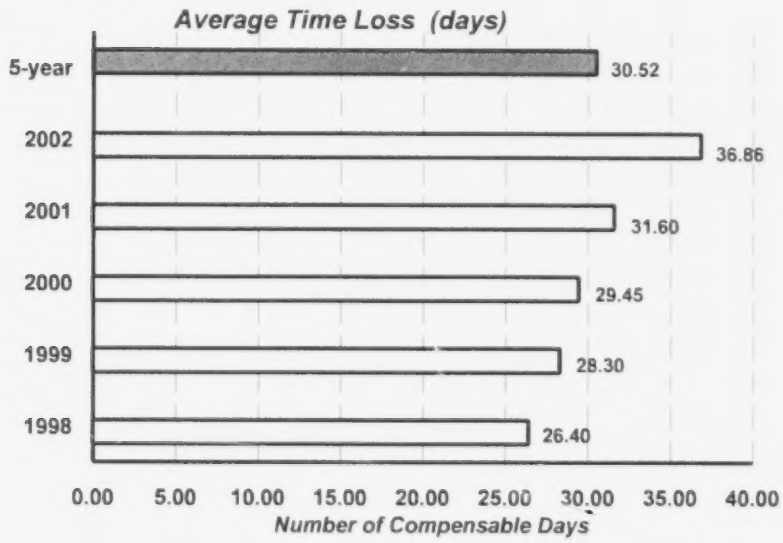
Our target through to 2004-05 is to be at or below the five-year average. This will be accomplished, in part, by working closely with the Workers' Compensation Board to identify high accident firms and sectors and frequent types of accidents, and to use this information to target compliance promotion activities and inspections more effectively.

The Measure:

average number of compensable days for all compensable time loss claims filed in the year and receiving benefits during the year, compared to the five-year running average

What Does The Measure Tell Us?

The measure was adjusted in the 2003-04 business plan to include only those WCB claims that were filed in the year and received benefits during the year. The former measure included claims that may have been made many years ago. This revised measure better reflects the situation in the particular year in question. The measure was recalculated based on the revised measure in the graph below. Measuring the average number of compensable days for compensable time loss claims receiving benefits helps to indicate the severity of injuries occurring in the workplace. Usually, the longer a worker receives benefits, the more severe the injury. Other factors can influence this measure, such as shifts in healthcare policies and practices.



Where Are We Now?

In 2002 the average number of compensable days in this category was 36.86 days. The five year average for the period 1998 to 2002 was 30.52 days.

Where Do We Want To Be?

The Department's target for 2004-05 is to have the average number of compensable days below the five year average. This will be accomplished, in part, by working closely with the WCB to identify high accident firms and sectors and frequent types of accidents, and to use this information to target compliance promotion activities and inspections more effectively.

The Outcome: Safe public places
Safe public places is a desired outcome within the Department's core business area of public safety and occupational health and safety. Each year in Nova Scotia people are put at risk or injured by elevators and escalators. The Department addresses this problem through regulations and inspection processes.

The Measure:

annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province

What Does The Measure Tell Us?
Any incidents (involving injury) that occur relating to elevators and lifts are required to be reported to the Chief Elevator Inspector. By tracking the number of accidents that occur each year on elevators and lifts, the Department is able to measure the effectiveness of the safety system in place for these devices, monitor trends, and tailor inspection and enforcement initiatives appropriately.

Where Are We Now?
In the Department's 2003-04 business plan this measure was changed from the number of incidents to pro-rating incidents, based on the number of licensed units in the province. This reporting method better reflects any trends in the data, and takes growth into account. In 2002-03, there were 0.23 incidents reported per 100 licensed units. This is less than half of the base-year measure of 0.56.

Where Do We Want to Be?
The Department's target is to keep the number of incidents at or below the base year number of measure of 0.56 incidents per 100 licensed units. This target will be achieved by ongoing consultation with the industry, inspection, and enforcement of regulation.

Core Business Area 3:
Alcohol, Gaming and Amusements Regulation

The Outcome: Consumer protection related to alcohol, gaming and amusement activity
Consumer protection is a desired outcome within the Department's core business area of alcohol, gaming, and amusements regulation. One of the Department's strategies to protect consumer interests and public confidence in the alcohol and gaming services sector is to conduct site inspections and work with licensees to ensure they comply with all applicable acts and regulations.

The Measure:

percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations

What Does The Measure Tell Us?

Tracking the percentage of licensees inspected who are in compliance helps the Department assess how well regulations are both understood and obeyed. Monitoring compliance allows the Department to identify specific problem areas so that resources can be used effectively.

Where Are We Now?

In 2002, 96 % of inspected licensees within sectors involved in alcohol, gaming and amusement activities were in compliance with corresponding acts and regulations.

Where Do We Want To Be?

Our ongoing target to 2004-05 is to maintain a compliance percentage in excess of 95%. This target will be achieved by monitoring problem areas and working with licensees to increase awareness of regulations and policies.

Core Business Area 4: Employment Standards and Labour Services

The Outcome: Efficient and effective client service

Employment standards and labour services represent a core business area for the Department of Environment and Labour. A desired outcome in meeting this core responsibility is the delivery of efficient and effective service to clients.

The Measure:

percentage of complaints resolved by Early Intervention

What Does The Measure Tell Us?

This measure was introduced in the Department's 2003-04 business plan to assess effectiveness in dealing with complaints made under the *Labour Standards Code*. Early Intervention eliminates the need for potentially lengthy mediation or judicial processes, and saves time and resources.

Where are We Now?

In 2001-02, 25% of complaints were resolved by Early Intervention. Statistics for the 2002-03 fiscal year will not be available until next year, as all complaints taken in one year are not all resolved in the same year.

Where Do We Want To Be?

The target for 2004-05 is to resolve at least 25% of labour standard complaints by Early Intervention. The Department will continue to improve procedures and streamline processes to optimize the handling of labour standards complaints and establish Early Intervention as the preferred option.

The Outcome: Stable labour relations environment
A stable labour relations environment is a desired outcome within the Department's core business area of employment standards and labour services. One way to measure the stability of the labour relations environment is to track the percentage of work time lost due to strikes and lockouts in the province.

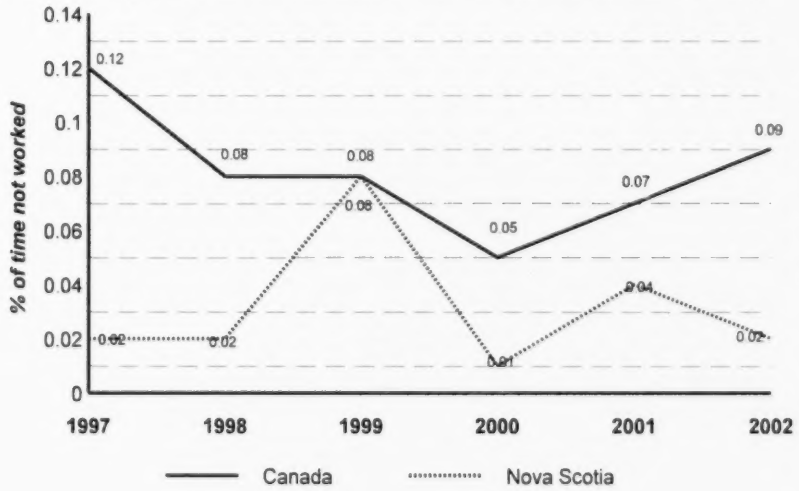
The Measure:

percentage of working time lost per year due to strikes and lockouts in NS compared with the annual national average

What Does The Measure Tell Us?
This measure is one indicator of labour stability, an important factor for economic development. Comparison with national rates helps the Department monitor trends, set targets, and determine priorities.

Where Are We Now?
In recent years Nova Scotia has shown a high degree of labour stability. Time loss in the economy has been consistently at or below the national average. The percentage of working time lost due to strikes and lockouts was 0.02% for Nova Scotia and 0.09% nationally in 2002.

Work Stoppages (time not worked as a percentage of total working time)



Source: Human Resources Development Canada, Nova Scotia Department of Environment and Labour

Where Do We Want To Be?
Our ongoing target through to 2004-05 is to remain at or below the national average for percent of work time lost. This will be accomplished through effective use of the conciliation and mediation processes.

Core Business Area 5
Pension and Financial Services Regulation

The Outcome: Security of retirement income for members of private pension plans
A desired outcome within the Department's core business area of pension and financial services regulation is security of retirement income for members of private pension plans.

The Measure:

> **percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years**

What Does The Measure Tell Us?
This measure was adjusted in the 2003-04 business plan to more accurately reflect the state of private pension plans in Nova Scotia registered under the *Pension Benefits Act*. The measure tracks the percentage of plan members covered by plans that are 100% funded, compared with the percentage of members of plans that have a strategy in place to achieve full funding. The sum of these two numbers should be 100%. The level of funding for a plan is highly dependent on market fluctuations and is expected to vary from year to year.

Where Are We Now?
In 2002, 82% of private pension plan members were covered by plans registered with the province that were fully funded. This value is down from the base-year measure of 93% (2001). Those plans that are not 100% funded have a five year period to return their plans to full funding.

Where Do We Want To Be?
The target for 2004-05 is to continue to maintain 100% of plan members registered in fully funded plans, or in plans which have filed a strategy to achieve full funding in a five year period. This will be accomplished through ongoing review and analysis of valuation reports and data to identify solvency and funding problems, and overseeing employer payments required under legislation to bring pension plan to full funding.

APPENDIX A

Note on Amendments to Performance Measures

Developing performance measures is an evolving process, as work is done to improve and integrate the measurement processes of the former departments and agencies that now make up the Department of Environment and Labour.

In 2002-03, the Department of Environment and Labour conducted a comprehensive review of existing outcome measures, and assessed the appropriateness of each measure. Some measures were changed to improve clarity and consistency and to better reflect the actual outcome being measured. A chart detailing the changes made and rationale is available upon request. As the revised set of measures more accurately reflect the Department's performance, it is used here to report on progress for the 2002-03 fiscal year. A summary of the changes made to the 2002-03 outcome measures is presented below:

- All outcomes were reviewed and adjusted to more accurately reflect what is being measured (e.g. the single outcome "Clean water, air and land" was replaced by three outcomes, namely "Clean air" "Clean and safe drinking water" and "Natural areas protection").
- All measures were reviewed and, in some cases, replaced by a more appropriate measure (e.g. The measure "average number of days for complaint resolution from time of assignment" (re labour standards) was replaced with "percentage of complaints resolved by Early Intervention").
- The wording of each measure was reviewed for clarity and consistency (e.g. "Provincial emissions total for sulphur dioxide (SO_2)" was replaced with "annual total sulphur dioxide (SO_2) air emissions (tonnes) in the province".
- Targets were reviewed and updated as necessary to ensure that they clearly reflect the intended target (e.g. The Department's SO_2 target is a 25% reduction in the SO_2 emission cap, not a 25% reduction in SO_2 emissions).
- Improvements were made to data collection processes and the methodology for calculation of some measures. This required changing some measures and reported data (e.g. under the revised measure for "clean and safe drinking water" departmental guidelines and the *Guidelines for Canadian Drinking Water Quality* have introduced improved methodologies for data collection and reporting).
- Information was added to the "Data" column to clarify comparison numbers such as running averages or national averages.
- Seven measures were transferred from the business plan process to operational level planning, due to their focus on outputs rather than outcomes, including:
  - % of municipal solid waste landfills meeting departmental standards
  - number of designated protected areas benefiting from direct/active management
  - successful partnership projects undertaken in the delivery of Water Resource Management Programs
  - value of investment in community environmental programs
  - number of participants in education programs province-wide
  - % of participants [in the Juvenile Fire Setters Program] who do not re-offend
  - length of time for assignment [of Labour Standards complaints]

APPENDIX B

Summary of Performance Measures

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Core Business Area: Environmental protection and natural areas management				
Clean and safe drinking water	percentage of population served by municipal water supplies that meet the health-based criteria for bacterialogical quality, as stated in the *Guidelines for Canadian Drinking Water Quality*, at all times during the calendar year	96.5% (2001) 96.5% (2002)	maximize the percentage of population served by municipal water supplies that meet the health-based criteria for bacterialogical quality	- enforce Water and Wastewater Regulations including the Guidelines for Monitoring Public Water Supplies - implement drinking water strategy - support and encourage the development of municipal water supply protection plans - promote innovative NS-based technological solutions to environmental problems
Clean air	annual total sulphur dioxide (SO_2) air emissions (tonnes) in the province	170,000 tonnes (2000) 164,000 tonnes (2001) 154,000 (2002)	25% SO_2 cap reduction (from 189,000 tonnes to 142,000 tonnes) by 2005	- work with major industrial sources to reduce emissions through the use of lower sulphur fuels
	annual total mercury (Hg) air emissions (kg) from electrical power generation in the province	267 kg (2000) 185 kg (2001) 163 kg (2002)	reduce mercury emissions from electric power generation by 30% by 2005 (to 187 kg Hg)	- work with NSPI to encourage the use of lower mercury fuels

Department of Environment and Labour

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Clean air (con't)	annual total nitrogen oxide (NO_x) air emissions (tonnes) in the province	data pending comprehensive review of NO_x air emissions	reduce NO_x emissions by 20% by 2009	- work with major industrial sources to reduce emissions - require the use of low NO_x burners for new facilities and during major upgrades and refits
Protected natural areas	total hectares of land protected through DEL program options	287,028 ha of Nova Scotia (2001-02) 287,320 ha (2002-03)	increase the hectares of land under various protection options	- conduct resource inventories and area assessments - conduct public consultations - encourage private land stewardship - participate in Crown land planning - support partnership agreements
Shared responsibility for environmental management	number of Solid Waste Regions, and the percentage of population they represent, that achieve 50% or more diversion from disposal	$\geq$ 50% diversion in 2 SW Regions (48% of population) (2000-01) 1 SW Region (39% of population) (2001-02) 2 SW Regions (49% of population) (2002-03)	$\geq$50% diversion in 7 SW Regions (100% of population)	- work with municipalities - education - enforcement - centralized composting in CBRM and Inverness - C & D diversion - development of full containment landfills

Department of Environment and Labour

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Shared responsibility for environmental management (cont)	total number of product sectors under voluntary or mandatory stewardship agreements	7 of 13 targeted products (2001-02) 9 of 13 (2002-03)	13 targeted product sectors	- work with RRFB Nova Scotia - consult and negotiate with industry regarding targeted products including such things as dairy containers, newspapers, residential sharps, beverage containers, tires, used oil, paint, telephone books, marine distress signals, electronic goods, fast food packaging, oil containers, household hazardous waste, plastic film, flyers and magazines - legislation
Proactive environmental management	total number of business sectors and municipalities participating with DEL in environmental management and/or pollution prevention programs and initiatives	5 participating sectors, municipalities (2001-02) 6 (2002-03)	increase number of participating sectors, municipalities	- provide technical assistance - facilitate/participate in demonstration projects - partner with funding agencies/other levels of government - partner with business associations to initiate new plans
Efficient and effective program delivery	percentage of industrial facility approvals to which a Risk-Based Inspection and Auditing (RBIA) Program has been applied	20% of industrial facility approvals (2001-02) 80 % (2002-03)	60% of industrial facility approvals *(target under review)*	- validate data-based assessments at facilities and develop a schedule for RBIA - develop and implement enforcement policy

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
	average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems	40 days (2000-01) 28 days (2001-02) 28 days (2002-03)	20 days (50% reduction in time)	- ongoing process re-design (Note - legislation specifies 60 day turnaround time)
Core Business Area: Public Safety and Occupational Health and Safety				
A safe work environment	annual percentage of targeted inspections where an occupational health and safety order is not issued	46% (2001) 52% (2002)	increase the percentage from the base year measure	- work with the WCB to increase OH&S promotion and education - continue to develop a targeted risk-based inspection system
	annual average number of registered Workers' Compensation Board claims per hundred employees, compared to the five-year running average	8.31 per 100 (2000) 8.24 per 100 (1996-2000) 8.20 per 100 (2001) 8.38 per 100 (1997-2001) 7.91 per 100 (2002) 8.29 per 100 (1998-2002)	annual target to maintain or decrease number of claims relative to five year running average	- work closely with WCB to identify high accident firms, sectors and types of accidents - work with the WCB to increase OH&S promotion and education - continue to develop a targeted risk-based inspection system

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
A safe work environment (con't)	average number of compensable days for all compensable time loss claims filed in the year and receiving benefits during the year, compared to the five-year running average	29.45 days (2000) 26.19 days (1996-2000) 31.60 days (2001) 28.17 days (1997-2001) 36.86 days (2002) 30.52 days (1998-2002)	annual target to maintain or decrease the average number of days relative to the five year running average	- work closely with WCB to identify high accident firms, sectors and types of accidents - work with WCB to increase OH&S promotion and education - continue to develop a targeted risk-based inspection system
Safe public places	annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province	0.56 incidents per 100 units licensed (2000) 0.61 incidents per 100 units licensed (2001) 0.23 incidents per 100 units licensed (2002)	incident rate at or below base-year measure	- ongoing consultation with industry - targeted inspections - enforcement
Core Business Area: Alcohol, Gaming and Amusement Regulation				

Department of Environment and Labour

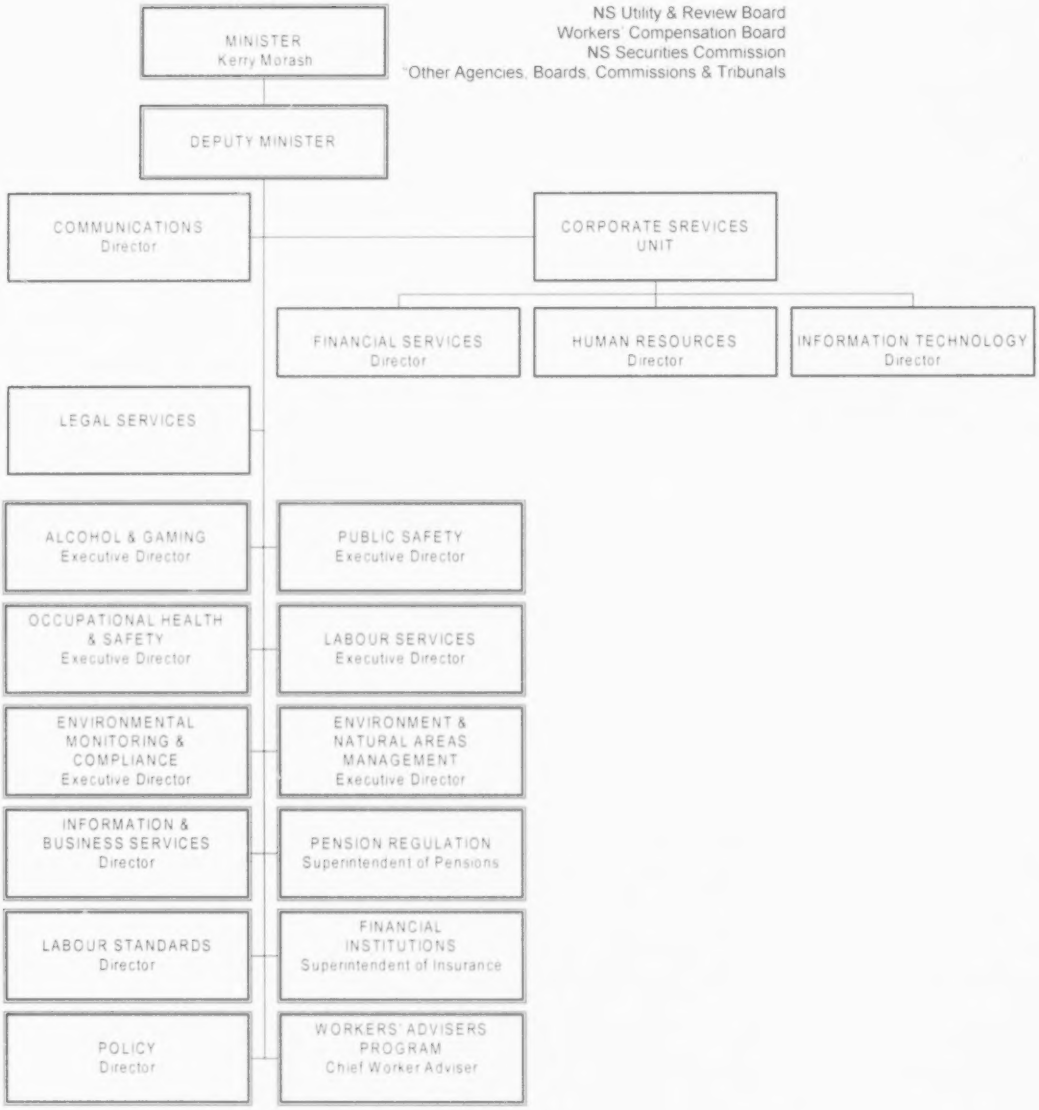
Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Consumer protection related to alcohol, gaming and amusement activity	percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations	98% (2000) 95% (2001) 96% (2002)	greater than 95% compliance rate	- increase focus on type of inspection and or investigation - monitor problem areas - work with licensees to increase awareness of regulations and policies
Core Business Area: Employment Standards & Labour Services				
Efficient and effective client service	percentage of complaints resolved by Early Intervention	25% (2001-02)	25%	- amend current work flow and processes - implement human resources plan
Stable labour relations environment	percentage of working time lost per year due to strikes and lockouts in NS compared with the annual national average	0.01% NS 0.05% National (2000) 0.04% NS 0.07% National (2001) 0.02% NS 0.09% National (2002)	annual target to meet or be less than the annual national average	- effective use of conciliation and mediation processes
Core Business Area: Pension and Financial Services Regulation				

Department of Environment and Labour

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Security of retirement income for members of private pension plans	percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years	(a) 93% fully (b) 7% strategy (2001) (a) 82% fully (b) 18% strategy (2002)	100% of members are covered by fully funded plans or plans with an approved strategy	- ongoing review and analysis of valuation reports and data to identify solvency and funding problems - oversee employer payments required under legislation to bring the pension to full funding - any plan that is less than 100% funded must file a strategy with the Department to get 100% funding within 5 years - Superintendent has the authority under the Pension Benefits Act to order payment, if necessary

APPENDIX C

Organizational Chart



* See Appendix D.

APPENDIX D

Agencies, Boards, Commissions & Tribunals
Established under Legislation Administered by the Minister of Environment & Labour

Board of Alcohol and Gaming Authority - Maritime Film Classifiers
Board of Examiners for the Certification of Blasters
Board of Examiners of Mining Examinations
Construction Industry Panel
Crane Operators Appeal Board
Crane Operators Examination Committee
Credit Union Deposit Insurance Board
Elevators and Lifts Appeal Board
Environmental Assessment Board
Fire Prevention Advisory Council
Fire Safety Advisory Council and Fire Safety Appeal Board
Fire Services Advisory Council
Fuel Safety Board
Insurance Review Board
Labour Relations Board
Labour Standards Tribunal
Nova Scotia Building Advisory Committee
Nova Scotia Securities Commission
Occupational Health and Safety Advisory Council
Occupational Health and Safety Appeal Panel
On-Site Services Advisory Board
Pay Equity Commission
Power Engineers and Operators Appeal Committee
Power Engineers and Operators Board
Radiation Health Advisory Committee
Resource Recovery Fund Board
Utility and Review Board
Workers' Compensation Board